



Wandsworth Council Business Charter



European Regional
Development Fund
Investing in your future

number one for
service and value



Business Charter

To find out more

Phone the Economic Development Office on (020) 8871 6884.

Visit our website www.wandsworth.gov.uk/business

The website has a full list of contact names, email addresses and telephone numbers, if you want to contact us for an informal discussion about your specific needs.

Download key documents from our website such as our Fact File and copies of our Business Charter.



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Photograph opposite by Marte Lundby Rekaa, visit www.mlrphoto.co.uk for contact details.
More information about the images in this publication can be obtained from the
Corporate Communications Unit at Wandsworth Council.

Foreword



Councillor Ravi Govindia
Cabinet Member
(Strategic Planning and Transportation)

Today Wandsworth is one of the most prosperous London boroughs. Our economy is diverse and has a thriving and creative business community.

We care about the borough's businesses. We aim to encourage investment and high productivity, world-class regeneration and sustainable growth. Wandsworth already has high business formation rates, relatively high employment and many well qualified, skilled residents. This has contributed to a robust economy that continues to out-perform other areas post-recession.

We are committed to ensuring our services to businesses are always delivered to an exemplary standard. This Charter provides information and advice about our services and our commitments to businesses. It tells you how to complain and what to do if you're not satisfied with the outcome or interaction with the council. It also acts as a guide to new business owners and managers about the council's services, processes and controls. It will also help you quickly locate the right person that can deal with your day-to-day concerns, and help answer other questions that you may have about doing business in Wandsworth.

Local councillors will also be happy to hear your views, including meeting them face to face at their surgeries where you can discuss your concerns. For more detailed information, please contact Martin Newton on (020) 8871 6488.

Wandsworth is not just the brighter borough. It is the business borough. And we hope, in turn, your best buy. So please keep this Charter to hand and let us know where we can improve.

A handwritten signature in black ink that reads "Ravi Govindia".

Ravi Govindia



'We recognise that successful businesses contribute a great deal to the local community.'

We also recognise that the needs of businesses are different from those of residents.

We have carried out surveys of businesses in the borough and found that they want to know what they can expect from us. We also seek to deliver outstanding services to our local businesses that are fast, accurate, useful and to a high standard.

General aims

We aim to:

- Deliver the highest quality of service.
- Give the best value for money.
- Be responsive to our customers' and clients' needs.
- Deal with customers and clients with honesty and integrity.

To help us achieve this we:

- Analyse needs and seek the views of users, residents and the community.
- Plan services effectively, in the light of national and local priorities.
- Measure and monitor our performance.
- Seek improvements in efficiency.
- Make continuous improvements to service quality.
- Manage resources effectively.
- Work in partnership with key agencies.

Your Charter

- 1.1 We will always be polite, open and efficient.
- 1.2 If our staff visit you, they will be ready to show their council identity card, which includes a photograph.
- 1.3 We will answer phone calls within five rings. If you need to leave a message, we will reply within one working day.
- 1.4 We will deal immediately with emergencies.
- 1.5 We will answer all letters and emails within 10 working days. If we need longer to produce a detailed reply, we will acknowledge letters within 5 working days and emails within 2 working days.
- 1.6 We will give complaints priority treatment.
- 1.7 We will pay undisputed invoices within 30 days.
- 1.8 We will regularly consult local businesses about our services.

Contacts

If you have any comments about how we can improve this Charter, please contact:

Mike Brook, Economic Development Officer,
Town Hall, Wandsworth High Street, London SW18 2PU.

Phone: (020) 8871 6202

Fax: (020) 8871 8200

Email: mbrook@wandsworth.gov.uk

Phone the Economic Development Office on (020) 8871 6884 or visit our website www.wandsworth.gov.uk/business.

The website www.wandsworth.gov.uk/business has a full list of contact names, email addresses and telephone numbers, if you want to contact us for an informal discussion about your specific needs. You can also download key documents such as our Fact File for Businesses, copies of this Business Charter and our Voluntary Sector Charter, for example.

2 Apprenticeships

'Wandsworth Apprenticeships offers fully-funded training programmes which enable young people to learn on the job and employees to up-skill.'

Apprenticeships are the proven way to train your workforce. Apprenticeships can make your organisation more effective, productive and competitive by addressing your skills gaps directly, even in uncertain economic times.

There are real business benefits to taking on apprentices.

The Apprenticeship programme has been designed to help your employees reach a high level of competency and performance and with over 180 different types of apprenticeships, there's bound to be a place for an apprentice in your organisation:

- Business Administration
- Teaching Assistants
- Sports Active Leisure and Learning
- ICT
- Hospitality and Catering
- Health and Social Care



Your Charter

- 2.1 Apprenticeships is a service of the Skills Funding Agency, England that has undertaken to work with colleges, training providers, and individual business experts to help you source high-quality local training options.
- 2.2 Wandsworth Council Apprenticeship Scheme will help you build a relationship with an appropriate training provider.
- 2.3 Your chosen training provider will help you assess the individual needs of your employees and offer you a choice of convenient, relevant and cost-effective training options.
- 2.4 If you already have an established relationship with a training provider that has a contract to deliver an Apprenticeship funded programme, you still may be able to benefit from the programme.

Contacts

National Apprenticeship Service

www.apprenticeships.org.uk

Apprenticeships (Wandsworth)

Ashley Redman

Phone: (020) 8871 8627

Email: aredman@wandsworth.gov.uk

www.wandsworthlifelonglearning.org.uk

The Employers Guide to Training Providers (an online tool):

www.employersguide.org.uk

Call the hotline: 0845 600 9 006



3 Building Control

'Good building practice starts here.'

We can give you advice on good building practice and how your building work should meet the building regulations.

In particular, we can give you advice on foundations, drainage, protection from damp, sound and heat insulation, fire safety, structure, safety glazing and access for disabled people.

We welcome pre-application meetings to discuss major projects. One of the three divisions within the planning service, Building Control ensures that building works comply with legislation, such as the Building Regulations and Building Acts, particularly health, safety, energy conservation and disability requirements.

Contacts

To find out who you should speak to for advice or information on building control matters:

General enquiries

Phone: (020) 8871 7620

Fax: (020) 8871 6003

Minicom: (020) 8871 8403

Email:

buildingcontrol@wandsworth.gov.uk

www.wandsworth.gov.uk/

BuildingControl

Dangerous structures

Phone (daytime): (020) 8871 7620

Phone (out of office hours):

(020) 8871 6000

Head of Building Control

Thiru Moolan

Phone: (020) 8871 7616

Email: tmoolan@wandsworth.gov.uk

Deputy Head of Building Control

Bob Foulger

Phone: (020) 8871 7620

Email:

buildingcontrol@wandsworth.gov.uk

Your Charter

- 3.1 We will deal with full plans and applications for domestic work within 3 weeks. Applications may be submitted online at www.wandsworth.gov.uk/planning.
- 3.2 We will carry out building control site visits on the same day if you contact the office before 10am.
- 3.3 We will visit sites regularly. We will inspect the projects at regular intervals to ensure the works meet the minimum requirements set out in the building regulations and supporting technical guidance.
- 3.4 We will give you a certificate to show that your building meets the building regulations when the work has been done and we are satisfied with it.

Further contacts

Conservation, Major Development Sites and Battersea Power Station

John Webb

Phone: (020) 8871 6645

Email: jwebb@wandsworth.gov.uk

Forward Planning and Transportation Policy (LDF and UDP), Population and Land-use, Information and GIS

Martin Howell

Phone: (020) 8871 6647

Email: mhowell@wandsworth.gov.uk

Transportation

Dave Tidley

Phone: (020) 8871 6662

Email: dtidley@wandsworth.gov.uk

Senior Building Control Officer Site Inspection Team Managers

Jim Owen

Ehamparam Sasikanderajah

Phone: (020) 8871 7620

8:30am to 5:30pm Monday to Friday

Email:

buildingcontrol@wandsworth.gov.uk

Fire-safety advice

Paul Harris

Phone: (020) 8871 7620

Email:

buildingcontrol@wandsworth.gov.uk

Senior Building Control Officer Site Full Plans Team Manager

Jerry Burchell

Phone: (020) 8871 7620

8:30am to 5:30pm Monday to Friday

Email:

buildingcontrol@wandsworth.gov.uk

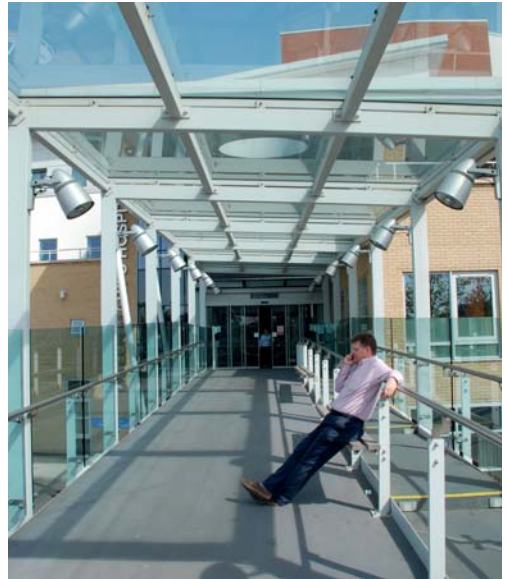
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Business and Education

'We encourage partnerships between Wandsworth's schools and colleges and local businesses.'

BEST (Business and Education Succeeding Together) is an organisation within Children's Services whose role is to broker relationships between education and the business world to:

- Motivate students, help them learn new skills and gain important insight into the world of work.
- Improve the standing of businesses in the community.
- Allow businesses to enhance the curriculum and develop employability skills relevant to their sector.
- Enable staff, by working with students, to practise leadership, team working and communication skills.



Your Charter

- 4.1 BEST will promote joint working between schools, colleges and businesses in Wandsworth.
- 4.2 BEST will work collaboratively with all partners to ensure quality programmes are delivered.

Contacts

Work Related Learning Manager

Ellie Boorer

Phone: (020) 8871 8630

Email: eboorer@wandsworth.gov.uk

Senior Work Experience Co-ordinator

Tina Dennis

Phone: (020) 8871 8633

Email: tdennis@wandsworth.gov.uk

Write to: The Professional Centre, Franciscan Road, London SW17 8HE



5

Business Continuity

'The key to a successful response to a major incident lies in the ability of the Emergency Services, local authorities and other agencies involved to work together as a team to understand each others' roles, including their respective strengths and limitations'

Emergencies like fires, floods, IT failures or even a sudden loss of reputation can have a devastating impact on any business. Business continuity planning helps a business recover from an emergency. The process could give a business the edge over its competitors or even allow it to create an opportunity out of a disaster.

Free business continuity resources have been developed by a consortium of local authorities working in partnership with businesses, charities, the emergency services, utility providers and central government. These resources are available through the London Prepared website: www.londonprepared.gov.uk.

Contacts:

In all circumstances when a major incident occurs in the borough your first action should be to contact the emergency services by telephoning 999.

Our own 24 hour emergency control can be contacted on (020) 8871 6900.

Deputy Head of Emergency Planning and Business Continuity Co-ordinator

Debbie Western

Email: dwestern@wandsworth.gov.uk

Phone: (020) 8871 5747

The Mind Your Own Business Campaign makes a range of resources available for businesses at www.londonprepared.gov.uk/businesscontinuity/essentialdocs.

Your Charter

- 5.1 As a local authority, we will fulfil our obligation to prepare and regularly revise business continuity and emergency plans for the authority.
- 5.2 We will develop our plans according to detailed analysis of the particular risks we may face in Wandsworth and those identified on the South West London Community Risk Register.
- 5.3 We will provide local businesses with advice and guidance relating to emergencies and business continuity at www.wandsworth.gov.uk/emergencies.
- 5.4 Wandsworth Council will continue to actively contribute to and participate in consultations, liaison meetings and exercises.



6 Business Rates

'We give advice and information to all business rate payers.'

The Business Rate, also known as non-domestic rates (NDR), is a tax on properties that are not used for domestic purposes (for example, shops, factories and offices). If your property is used for both domestic and non-domestic purposes part of it will be assessed for Business Rates and the other part for council tax, for example a public house.

We collect Business Rates on behalf of central government. The council is required to pay the money due for Business Rates into a national pool, whether or not it has all been collected. This money is then shared out to each local authority depending on their population. Business Rates, together with council tax, help the council to pay for its services.

- This service is responsible for sending out yearly business rate bills and adjusting the rateable values assessed by the Valuation Office Agency.
- We give advice and deal with enquiries on all matters relating to business rates except valuation queries (which the Valuation Office Agency is responsible for).
- We help small businesses by actively promoting Small Business Rate Relief.
- We regularly attend business networking meetings to give advice about relief and exemptions.
- We keep businesses updated about changes to the business rate legislation via the town centre newsletters.
- We regularly update the business rate website.
- We listen to businesses and respond positively.

Contacts

Liberata UK Ltd

Business Rates Service
PO Box 51511, London SE1 9ZN
Phone: (020) 7378 5941
Email: brates@wandsworth.gov.uk
www.wandsworth.gov.uk/businessrates

Finance Reception (for general enquiries)

Ground Floor
Town Hall
Wandsworth High Street SW18 2PU
Open Monday to Friday 9am-4.30pm

Your Charter

We aim to provide you with an efficient, courteous and helpful service and to help you understand your rights and duties as a ratepayer. These are the targets that we have set ourselves.

- 6.1 You will receive prompt, courteous and helpful attention by trained staff, who will be happy to give their name if asked.
- 6.2 Your telephone calls will be answered within 5 rings.
- 6.3 Written information will be as clear and easy to understand as possible.
- 6.4 Your Business Rates Bill will be sent out promptly. It will give accurate information and show clearly how the amount has been worked out.
- 6.5 Facilities for making payments will be adequate and convenient. These will include Direct Debit, postal or Bank Giro payments and cash payments. Full details of these are listed on the back of your bill. You can also pay online by Debit Card.
- 6.6 You will always have 14 days notice of the date when your first payment is due.
- 6.7 The information you give us will be kept confidential, and used only to work out and collect monies due and to prevent fraud.

Our responses should meet the following targets:

- 6.8 Overpayment refunds will be made within 10 working days of receipt of application.
- 6.9 All items of correspondence will receive a full response within 10 working days of receipt, or sooner where needed to meet court deadlines.
- 6.10 Personal interviews to deal with your enquiries will be arranged for the following working day. These will be in the Finance Reception on the ground floor of the Town Hall, from 9am to 4:30pm, Monday to Friday, or at your business if you prefer.
- 6.11 We will try to meet customers' special needs to the best of our ability. For example, interpreting facilities can be arranged for people who cannot speak English.

Valuation Office Agency (for rateable value enquiries)

2nd Floor, 1 Francis Grove, Wimbledon, SW19 4DT

Phone: (020) 8276 8600

www.voa.gov.uk

7 Contracts

We use contractors to provide a wide range of works, supplies and services, from minor repairs to major building works, and from window cleaning to legal services.

We have a code of practice for all contract arrangements which aims to make sure that contracts are based on what is reasonable and necessary, that we get competitive offers from contractors, and we act properly and fairly and in accordance with the Public Contract Regulations 2006.

Wandsworth Council is committed to the principles of the Small Business Concordat, which is a voluntary Code of Practice for local authorities to help make it easier for small and medium sized business to contract with local councils. It encourages the local authorities to use a transparent, user-friendly process for all procurement.

The council plan to reorganise procurement support during the spring of 2011 and this new unit will publish information and guidance about contracting with the council on our website at www.wandsworth.gov.uk/contracts.

Contacts

For general enquiries and information about contracting with Wandsworth Council:

Mark Glaister
(Acting Head of Procurement), Town Hall,
Wandsworth High Street SW18 2PU
Phone: (020) 8871 5828
Email: mglaister@wandsworth.gov.uk

A guide to contracting with Wandsworth Council and listings of all current opportunities (contract values over £25k):

www.wandsworth.gov.uk/contracts

Adverts for supplying of goods and services (valued up to £100k):

www.supply2.gov.uk (until March 2011)
www.competefor.com

Adverts for construction related works (up to £1.5m) and/or consultancy services (up to £156k):

www.constructionline.co.uk

Adverts for goods and services (subject to EU Procurement Regulations) contracts in excess of £156,442 and/or works in excess of

£3,927,260: Refer to the Official Journal of the European Union: www.ojec.com or Tenders Electronic Daily: www.ted.europa.eu

Term Contracts for Local Authorities in the Greater London Area, including those awarded by Wandsworth Council and details of the joint arrangements that we participate in, can be found at www.londoncontractsregister.co.uk

Copies of adverts that appear in other specialist publications, from time to time, will also appear on our website at www.wandsworth.gov.uk/contracts

For our Procurement Code of Practice:

www.wandsworth.gov.uk/contracts

Your Charter

- 7.1 We will treat all contractors fairly in line with our code of practice.
- 7.2 We will normally seek competitive quotes and tenders. We will always aim to get the best value for money and treat contractors fairly.
- 7.3 We will use Construction line to select contractors for construction related works up to £1.5m* in value and for consultancy services up to £156k* in value and will invite companies on this government database to bid. This will help us to make sure we only use reliable and capable contractors.
- 7.4 We will inform the Chamber of Commerce of all adverts inviting applications from companies.
- 7.5 We will advertise contracts where appropriate, including on our website at www.wandsworth.gov.uk/contracts (when the contract value is £25k* or above).
- 7.6 We will ask contractors for relevant financial and technical references.
- 7.7 For works, supplies and services estimated to cost less than £1,500* there is no minimum number of quotes. But we will make sure we get the best value for money.
- 7.8 For supplies and services estimated to cost between £1,500* and £5,000*, we will ask for at least 3 verbal quotations from companies.
- 7.9 For supplies and services estimated to cost between £5,000* and £25,000*, and works estimated to cost between £1,500* and £25,000*, we will ask for at least 3 written quotations from companies.
- 7.10 For works, supplies and services estimated to cost between £25,000* and £100,000*, we will ask for 5 written quotations from companies.
- 7.11 For works, supplies and services estimated to cost £100,000* and above, we will ask 6 companies to tender.
- 7.12 The council's Direct Labour Organisation or appropriate Direct Service Organisation will automatically be invited to tender or quote, unless they have specifically asked to be excluded or have agreed with the client that the required skills are not available.
- 7.13 We will buy environmentally-friendly or recycled products whenever this is possible and try to make sure that contractors working for us maintain our environmental standards.

* These values may change during 2011 but are correct at the time of writing (January 2011). More information and/or amendments to these figures will be published on our website at www.wandsworth.gov.uk/contracts.

'We work in partnership with businesses to beat crime.'

- We provide a problem solving approach to local businesses to help tackle crime and disorder in partnership with local police.
- We encourage businesses to work with other businesses in the same area to help beat crime.
- Business Watches are supported by Crime Prevention Services in Wandsworth Council's Technical Services Department.
- Crime prevention initiatives are regularly held with local businesses (e.g. distributing Chelsea Clips and personal security information).
- Retail Radio, a handheld radio system, enables retailers to communicate with other stores in our five town centres – Balham, Clapham Junction, Putney, Tooting and Wandsworth (Southside). It is monitored by the CCTV control room and the Borough Police.

If you run a business and would like to better protect it from crime then please call us on (020) 8871 0803 to request an information pack (published by The Home Office) and we'll pop it in the post.

Contacts

To apply for a Business Watch grant

Phone Denys Bowden on
(020) 8871 7696
Email: dbowden@wandsworth.gov.uk

Write to:

Crime Prevention Services
Administrator
Technical Services Department
Wandsworth Council
Unit 2F Tadmore House
Frogmore Complex
Dormay Street
London SW18 1EY

For other Crime Prevention Services:

Write to:

Crime Prevention Services Manager
Technical Services Department
Wandsworth Council
Unit 2F Tadmore House
Frogmore Complex
Dormay Street
London SW18 1EY

Your Charter

- 8.1 Together with the police we will arrange your group's first meeting and explain how a Business Watch works.
- 8.2 A Community Safety Officer will go to the first meeting to help you sort out crime issues and can provide additional support.
- 8.3 We offer security grants to local businesses who have formed or joined a Business Watch. These grants can cover up to 50% of the cost of security measures such as perimeter fencing or improved lighting up to £5,000.
- 8.4 We will endeavour to assist recognised Business Watches in setting up group security services, such as pager schemes.
- 8.5 We offer crime prevention information and resources to support Business Watches.

Contacts

**To report suspicious incidents and crimes,
call Crimestoppers on 0800 555 111.**

If you are a retail manager and wish to join the Retail Radio scheme or are already signed up and have a query, please contact:

Administration and radio defects

Phone: (020) 8871 7696

Training and radio procedure

Phone: (020) 8871 6562

CCTV coverage

Phone: (020) 8871 6599

Email: tbernhard-grout@wandsworth.gov.uk
jwhittington@wandsworth.gov.uk

'We actively support the local economy, particularly our small enterprises.'

- Provide useful business information.
- Promote enterprise and self employment.
- Offer loans and grants.
- Secure inward investment.
- Promote Nine Elms as a major growth opportunity.
- Revitalise our older industrial areas.
- Inspire a talented workforce.
- Create prosperous and vibrant town centres.
- Lobby to improve transport, especially the Northern Line extension.
- Act as the voice for business within the council.
- Organise business networking opportunities.
- Help "green" your business.
- Help local firms find out about council contracts.

For further information visit www.wandsworth.gov.uk/business or telephone (020) 8871 6884.

Your Charter

- 9.1 We will support local businesses and build the Borough's economic base.
- 9.2 We will seek the views of businesses and take them into account when planning future services.
- 9.3 We will publish an annual report to show how we have performed against our agreed targets.
- 9.4 We will publish a business plan setting out our plans for the future.
- 9.5 We will support business-led partnerships in the five town centres and other business locations.
- 9.6 We will employ a Town Centre Manager for each of our five town centres.
- 9.7 We will process all applications for financial assistance within 28 days.
- 9.8 We will respond to major enquiries within 1 day and other enquiries in 3 days.
- 9.9 We will try to ensure there is enough employment space in the Borough to meet the future needs of businesses.
- 9.10 We will help you with any difficulties you experience with other council services.
- 9.11 We will provide a quality service, as independently assessed by Customer First.



Contacts

Economic Development Officer

Mike Brook
Phone: (020) 8871 6202
Email: mbrook@wandsworth.gov.uk

Deputy Economic Development Officer

Steve Diamond
Phone: (020) 8871 6205
Email: sdiamond@wandsworth.gov.uk

Business Development Manager

Norman Frost
Phone: (020) 8871 7698
Email: nfrost@wandsworth.gov.uk

Head of Resources

Nigel Chandler
Phone: (020) 8871 6206
Email: nchandler@wandsworth.gov.uk

All correspondence should be addressed to:

Economic Development Office
Town Hall
Wandsworth High Street
London SW18 2PU

General Enquiries:

Phone: (020) 8871 6884
Email: edo@wandsworth.gov.uk
www.wandsworth.gov.uk/business

Go Green Plus Programme Manager

Brian Albuquerque
Phone: (020) 8871 6203
Email: balbuquerque@wandsworth.gov.uk

Roehampton Regeneration Manager

Gordon Macniven
Phone: (020) 8871 7595
Email: gmacniven@wandsworth.gov.uk

Town Centre Improvement Scheme and Business Improvement Scheme Manager

John Ruske
Phone: (020) 8871 7031
Email: jruske@wandsworth.gov.uk

Town Centres Assistant

Reima Jumpp
Phone: (020) 8871 6415
Email: rjumpp@wandsworth.gov.uk

Balham Town Centre Manager

Kim Sullivan
Phone: (020) 8767 4082
Email: ksullivan@wandsworth.gov.uk

Clapham Junction Town Centre Manager

Lorinda Freint
Phone: (020) 7627 3182
Email: lfreint@wandsworth.gov.uk

Putney Town Centre Manager

Stephen Wallace
Phone: (020) 8785 0374
Email:
sdwallace@wandsworth.gov.uk

Tooting Town Centre Manager

Audrey Helps
Phone: (020) 8682 3658
Email: ahelps@wandsworth.gov.uk

Wandsworth Town Centre Managers

Ian Taitte
Phone: (020) 8871 2039
Email: itaitte@wandsworth.gov.uk

Nicola Grant
Phone: (020) 8871 7366
Email: ngrant@wandsworth.gov.uk

Vacant Commercial Property Privately Owned

Contact Alena Harvey
Phone: (020) 8256 1283
Email: alena.harvey@
southlondonbusiness.co.uk

Use the web search tool
[www.properties.southlondon
business.co.uk](http://www.properties.southlondonbusiness.co.uk)

Vacant Commercial Property Council Owned

Contact James Nunn
Lambert Smith Hampton
Phone: (020) 7198 2000
Email: jnunn@lsh.co.uk

Valuation of Council Property

Borough Valuer: Geoff Clark
Phone: (020) 8871 6074
Email: GClark3@wandsworth.gov.uk

'We advise anyone setting up a food business'.

- We provide risk based programmed inspections and food sampling in all types of food premises to ensure satisfactory food safety and food labelling standards.
- We investigate complaints about food safety, hygiene of food premises or labelling of food.
- We can advise anyone setting up a food business and send out information packs on request.
- We help train and support food business managers to set up food safety management systems using the 'safer food, better business' model.
- We can provide low cost food hygiene, pest awareness and hazard analysis courses for food handlers.
- We create partnerships with local employers, head offices and business groups based in Wandsworth.
- We publish and distribute a newsletter, "Working Together", to share technical information and changes in legislation.
- We trace infectious disease contacts, to prevent the spread of infection and investigate outbreaks of food poisoning.

Contacts

Area Managers

Janine Avery and Helen Clark

Phone: (020) 8871 7382

Email: hclark@wandsworth.gov.uk

General enquiries and training courses

Phone: (020) 8871 6139/6166

Email: foodsafety@wandsworth.gov.uk

Further information is available on our website at www.wandsworth.gov.uk

Your Charter

- 10.1 Officers will behave in a courteous manner and will show their identification and authorisation cards on request.
- 10.2 All actions taken will be fair, balanced and consistent as detailed in our enforcement policy at www.wandsworth.gov.uk/envsvs/enforcement.
- 10.3 Complaints about matters that pose an imminent risk to health will have action initiated the same day.
- 10.4 In all other matters concerning food or food premises, the investigation will be started within 2 working days of receipt of the complaint.



11 Going Green

‘Concern for the environment is quickly rising up the business agenda. It makes good economic sense to help improve the environment in Wandsworth.’

Wandsworth Council is committed to protecting and enhancing the environment. We have designed a **‘green pledge’** scheme for residents and individuals, and have provided a **Go Green service to businesses** for over two years.

Our Economic Development Office has partnered with southlondon.biz to provide a Go Green Plus adviser for Wandsworth’s businesses. This service is free for local businesses (up to 250 employees).

The Go Green Plus adviser will help you to:

- Identify where your business can save money by Going Green.
- Develop and implement a bespoke action plan to “green” all stages of your business operation.
- Understand and comply with ever increasing environmental legislation.
- Help you to engage with your employees on environmental issues.



Your Charter

- 11.1 We will continue to improve energy efficiency and reduce carbon dioxide (CO2 emissions) from council properties via all building works, sound energy management and where viable, the use of renewable energy.
- 11.2 We have set targets to reduce emissions from council activities by 10% by 2014/15 and 20% by 2024/25 compared with 2008.
- 11.3 We have improved our energy efficiency by 11.5% between 2000 and 2009 (exceeding our 10% target for the period).
- 11.4 We will lobby the Mayor of London and the Government for better services and transport investment, especially for Clapham Junction.
- 11.5 We will continue to improve the quality and safety of our environment, by removing street clutter, testing vehicle emissions, installing cycle racks, monitoring public transport services, making sure our listed buildings aren't at risk, helping preserve the identity of our conservation areas, and encouraging major developments to accommodate ecological concerns.

Going Green Contacts

Go Green Plus Officer

Greice Tavares
Phone: 0781 468 3334
Email: gogreen@southlondon.biz
www.southlondon.biz/greening

Business Development Manager

Norman Frost
Phone: (020) 8871 7698
Email: nfrost@wandsworth.gov.uk

Environmental Policy Officer

Ewan Delany
Phone: (020) 8871 6182
Email: edelany@wandsworth.gov.uk

The Environment Agency

Phone: 08708 506 506
Email: enquiries@environment-agency.gov.uk
www.environment-agency.gov.uk

Envirowise

Phone: 0800 585794
www.envirowise.gov.uk

The Carbon Trust

Phone: 0800 085 2005
www.carbontrust.co.uk

Go Green Europe

www.gogreeneurope.com

12 Health and Safety at Work

'We will work with others to protect people's health and safety by ensuring that risks in the changing workplace are managed properly.'

- We carry out a risk based inspection programme of business premises such as offices, shops, restaurants and warehouses to ensure that they comply with the Health and Safety at Work Act 1974 and related regulations.
- We investigate accidents to employees, the self employed and members of the public arising out of work activities and deal with complaints relating to health, safety and welfare at work.
- We provide information to businesses and members of the public to increase general awareness of health and safety.

Contacts

Area Manager

Sheila Brass
Phone: (020) 8871 6959
Email: sbrass@wandsworth.gov.uk

Health and safety in food premises and the food industry

is dealt with by our food team
Phone: (020) 8871 6139

Health and safety in food manufacturing is dealt with by the Health and Safety Executive
Phone: (020) 7556 2100

Health and safety in commercial premises

Phone: (020) 8871 6160
Email: esd@wandsworth.gov.uk

General enquiries

Phone: (020) 8871 6160

Further information is available on our website at www.wandsworth.gov.uk/healthandsafety.

Write to:

Wandsworth Council
Technical Services Department
Environmental Services Division
Health and Safety
PO Box 47095
London SW18 9AQ

Emergency contacts

Out of hours

Phone: (020) 8871 6000

Council Housing (24 hours)

Phone: (020) 8871 7490

Parks Police

Phone: (020) 8871 7532
Email: parkspolice@wandsworth.gov.uk

Your Charter

- 12.1 We will carry out inspections of business premises either as a matter of routine or as a result of complaint or accident investigation.
- 12.2 Complaints about matters which pose a serious threat to a person's health or safety will have action initiated the same day.
- 12.3 In all other matters concerning health and safety, the investigation will be started within 2 working days of receipt of the complaint.
- 12.4 All accidents resulting in death or major injury and all dangerous occurrences will have a site visit on the day of notification.
- 12.5 You are entitled to expect that officers will behave in a courteous manner and will show their identification and authorisation card if requested and that all action taken will be fair, balanced and consistent with the standards laid down in the Environmental Services Enforcement Policy.
- 12.6 You will find details of the policy at www.wandsworth.gov.uk/envsvs/enforcement or by telephoning (020) 8871 6127.
- 12.7 If a breach of the law is discovered we will usually take action in the form of advice or letter.
- 12.8 In all cases a clear distinction will be made between legal requirements and best practice advice/recommendations.
- 12.9 Where serious breaches are found, or if breaches are found and there is a history of non compliance with informal action, or where an activity involves or will involve, a risk of serious personal injury, a statutory notice will usually be served.
- 12.10 In very serious cases, or where a statutory notice is not complied with, the officer may decide to recommend prosecution.
- 12.11 If you think that you are being treated unfairly, then you can discuss the matter with the inspecting officer's line manager in the first instance.
- 12.12 If the matter is still not resolved then you should follow the council's complaints procedure (see page 50).

13 Library Services

'Library and information services online 24 hours a day'.

Every library in Wandsworth gives access to a wide range of information, books and other services including:

- Online services 24 hours a day at www.wandsworth.gov.uk/libraries.
- Free access to information databases.
- Reservations for any book on the library database.
- Free sessions on a computer at any library for 1.5 hours per day.
- Free Internet access for up to 1.5 hours per day.
- Free unlimited WiFi access in the Reference Library (Battersea Library), Tooting and Wandsworth Town libraries.
- Enquiry service providing information on a wide range of subjects, organisations and other public services.
- Self-service photocopiers.
- Fax machines.
- Rooms for hire at libraries for meetings, training, interviewing, events and study.



Your Charter

- 13.1 The Library Service supports new and developing businesses through free online information services and through a personal enquiry service at every library across the borough, supported by books for loan on running a business.
- 13.2 Join any Wandsworth library for 24/7 online access to the Complete Business Reference Adviser (COBRA), a comprehensive and versatile research resource containing over 3000 fact sheets, reports and business guides.

Contacts

Reference Library

Phone (020) 8871 7466 or email libraries@wandsworth.gov.uk

Search the online catalogue at <http://library.wandsworth.gov.uk>

You need your library membership number to hand and will be asked to set up a Personal Identification Number to use the catalogue.

Locations

Balham Library

16 Ramsden Road SW12 8QY
Phone: (020) 8871 7195

Battersea Library

265 Lavender Hill SW11 1JB
Phone: (020) 8871 7466

Battersea Park Library

309 Battersea Park Road SW11 4NF
Phone: (020) 8871 7468

Earlsfield Library

276 Magdalen Road SW18 3NY
Phone: (020) 8871 6389

Northcote Library

155e Northcote Road SW11 6QB
Phone: (020) 8871 7469

Putney Library

5/7 Disraeli Road SW15 2DR
Phone: (020) 8871 7090

Roehampton Library

2 Danebury Avenue SW15 4HD
Phone: (020) 8871 7091

Southfields Library

300 Wimbledon Park Road
SW19 6NL
Phone: (020) 8871 6388

Tooting Library

75 Mitcham Road SW17 9PD
Phone: (020) 8871 7175

Wandsworth Town Library

The Court House
11 Garratt Lane SW18 4AQ
Phone: (020) 8871 5588

York Gardens Library

34 Lavender Road SW11 2UG
Phone: (020) 8871 7471

14 Licensing

'We aim to ensure that residents and visitors are protected from adverse impact from licensed venues, whilst also respecting the business perspective.'

- We provide licences and registrations for a wide range of functions such as the sale and supply of alcohol; the provision of regulated entertainment, including music, dancing, films, plays and sporting events, the sale of late night refreshments, the provision of special treatments, pet shops, horse riding establishments and zoos.
- We have responsibility for issuing licences and permits for gambling premises such as betting shops, bingo halls, adult entertainment centres and casinos, and administer applications for small lotteries.
- We also give advice and carry out inspections to ensure that licence conditions are being met.

For more information about food safety, health and safety, roads, traffic and parking or other permits issued by the council, please refer to the relevant sections of this booklet.

Contacts

Further information is available at www.wandsworth.gov.uk/licensing

General enquiries (licensing)

Phone: (020) 8871 6160

Email: licensing@wandsworth.gov.uk

Write to:

Wandsworth Council
Technical Services Department
Environmental Services Division
Licensing Section
PO Box 47095
London SW18 9AQ

Area Manager – safety and standards

Sheila Brass

Phone: (020) 8871 6959

Email: sbrass@wandsworth.gov.uk

Your Charter

- 14.1 We will process all licence applications as quickly as possible.
- 14.2 We will carry out enforcement visits targeted to agreed problem areas, to high risk premises, to premises where complaints have been received and to premises where it is believed that trading takes place without the necessary licence or where licence conditions are not being observed.
- 14.3 Complaints concerning licensing will have their investigation started within 2 working days of receipt of the complaint. You will be contacted by the investigating officer in this time.
- 14.4 We will draw up clear standards, setting out the level of service and performance the public and business community can expect to receive.
- 14.5 We will provide a courteous, efficient and helpful service.
- 14.6 We will ensure that enforcement action is proportionate to the risks in each case.
- 14.7 We will carry out our duties in an equitable and consistent manner.
- 14.8 We will maintain a management system to monitor and review the quality and nature of the enforcement activities undertaken in order to demonstrate the effectiveness of the policy with respect to its aims and objectives and to recommend changes and improvements.

Contacts

Business parking permits

Phone (020) 8871 8871
www.wandsworth.gov.uk/parking

Food premises registration

Phone: (020) 8871 6127
Email:
foodsafety@wandsworth.gov.uk

Markets and street trading licences

Phone: (020) 8871 6938/6384

Noise complaints – private and commercial property

Phone: (020) 8871 7869
Email: esd@wandsworth.gov.uk

Scaffolding or hoarding licences

Phone: (020) 8871 8871
Email:
highwaylicences@wandsworth.gov.uk

Skip permits

Phone: (020) 8871 8129/8123

Tables and chairs licence

Phone: (020) 8871 6718

15 Local Land Charges

'We will carry out 90% of searches within 5 working days.'

We carry out searches on property you may be thinking of buying. These searches show whether there are restrictions attached to the property which could apply to you if you bought it.

The Local Land Charges Section is in room 53 on the ground floor of the Town Hall, Wandsworth High Street, London SW18 2PU. Please visit between 9am and 12 noon Monday to Friday if you want to carry out a personal search.

Contacts

Local Land Charges Manager

Ian Renshaw

Phone: (020) 8871 7662 or (020) 8871 6034

Email: irensaw@wandsworth.gov.uk

Deputy Local Land Charges Manager

Christine Fairhurst

Phone: (020) 8871 5660

Email: cfairhurst@wandsworth.gov.uk

Advice and information is also available on the helpline numbers between 9am and 5pm, Monday-Friday.

Phone: (020) 8871 7664/6034

Fax: (020) 8871 7528

Email: locallandcharges@wandsworth.gov.uk

Your Charter

- 15.1 We aim to carry out 90% of searches within 5 working days and to complete all searches within ten working days. You will have to pay for the search.
- 15.2 If you want to carry out a search yourself, we will help you to make arrangements within 1 working day to get the information you need.
- 15.3 We will answer all letters and emails within 10 working days. If we need longer to produce a detailed reply, we will acknowledge letters within 5 working days and emails within 2 working days.



16 Payments

'We are committed to make prompt payment to all our customers'.

We are committed to making prompt payments to all our suppliers.

If you have a question or a complaint, we encourage you to contact the person who ordered your goods or services.



Your Charter

- 16.1 We instruct our staff to pay all undisputed bills as soon as possible, and no later than on the date payment is due.
- 16.2 We keep an independent check on how many bills we pay on time.
- 16.3 We publish the results of the independent check and aim to improve our performance.



17 Planning

'We are committed to dealing with planning applications quickly.'

- The service is responsible for the promotion and control of development and building work in the borough, and for conservation and improvement of the environment.
- We offer advice on draft development proposals and encourage businesses to discuss their planning applications and building plans before submitting them for approval.
- We also offer specialist advice on matters such as conservation and access for disabled people.
- We publish weekly lists of planning and building control applications and decisions.

The work of the Planning Service is split into several specialist and area teams. Also see the section about Building Control.

Contacts

To find out who you should speak to for more advice or information on planning matters:

Phone: (020) 8871 6636

Fax: (020) 8871 6003

Minicom: (020) 8871 8403

www.wandsworth.gov.uk/planning

Planning Service

Email: boroughplanner@wandsworth.gov.uk

Planning Applications

Email: planningapplications@wandsworth.gov.uk

You can visit us at the Technical Services Department One-Stop reception at Wandsworth Town Hall, which is open Monday to Friday 9am to 5pm and Saturday 9.30am to 12.30pm.

The One-Stop reception is on the 5th floor and can be reached by lift. There is free parking available on Saturdays.

Chief officers

Borough Planner

Seema Manchanda (from March 2011)

Phone: (020) 8871 6626

Email: smanchanda@wandsworth.gov.uk

Head of Development Management

Tim Cronin

Phone: (020) 8871 6627

Email: tcronin@wandsworth.gov.uk

Head of Forward Planning and Transportation

John Stone

Phone: (020) 8871 6628

Email: jstone@wandsworth.gov.uk

Head of Building Control

Thiru Moolan

Phone: (020) 8871 7616

Email: tmoolan@wandsworth.gov.uk

Deputy Head of Building Control

Bob Foulger

Phone: (020) 8871 7620

Email:

buildingcontrol@wandsworth.gov.uk

Your Charter

- 17.1 We will consult widely on planning matters. Applicants are entitled to know how their applications will be publicised, and neighbours and other interested parties should know what opportunities they have to comment.
- 17.2 You can submit your application online or access forms and additional information from our website at www.wandsworth.gov.uk/planning.
- 17.3 We will investigate complaints about possible breaches of planning control and take appropriate action.
- 17.4 We aim to protect and enhance the borough's natural and built heritage, and in particular conservation areas, listed buildings and trees.
- 17.5 We will advise on building work and deal with building control applications and dangerous structures to ensure health and safety and a reasonable standard of construction.
- 17.6 We will publish, review and keep up to date a Local Development Framework (LDF) setting out planning policies.
- 17.7 We will provide a clear and fair service to all our users regardless of the outcome of their case.
- 17.8 We will set targets and review our performance each year. We will publish our targets and performance.

Contacts

Conservation, Major Development Sites and Battersea Power Station

John Webb
Phone: (020) 8871 6645
Email: jwebb@wandsworth.gov.uk

Forward Planning and Transportation Policy (LDF and UDP), Population and Land-use, Information and GIS

Martin Howell
Phone: (020) 8871 6647
Email: mhowell@wandsworth.gov.uk

Transportation

Dave Tidley
Phone: (020) 8871 6662
Email: dtidley@wandsworth.gov.uk

The work of the Planning Service is split into several specialist and area teams.

West Group Manager

Nick Calder: (020) 8871 8417

General enquiries - Putney area

(020) 8871 6632 or 8411

General enquiries - Wandsworth area

(020) 8871 6644 or 8410

East Group Manager

David Vickers: (020) 8871 8415

General enquiries - Battersea area

(020) 8871 6639 or 8412

General enquiries - Balham and Tooting area

(020) 8871 8413 or 8416

'We are committed to maintaining and improving the roads for everyone's benefit'.

- We are responsible for roads, footpaths and riverside walks in Wandsworth.
- We inspect and arrange repairs for all borough roads and footways and deal with related items such as crossovers (driveways crossing the pavement onto private property), skips, scaffolds, abandoned vehicles, streetlights, road drainage, traffic management and on-street parking.
- Transport for London (TfL) are responsible for the Transport for London Road Network (TLRN). These are commonly referred to as 'Red Routes'. They comprise of the A205 South Circular Road and the A3 (together with the A24, A214, A217 part, A306, A3205, A3220). You can contact TfL directly on 0845 305 1234.
- Sewers and main drains are normally the responsibility of Thames Water who can be contacted on 0845 9200 800.
- All traffic signals in Wandsworth are maintained and installed by TfL. Please report any problems to them by phoning 0845 305 1234.

Contacts

Abandoned vehicles

Phone: (020) 8871 6709

Email: abandonedvehicles@wandsworth.gov.uk

Crossovers

Phone: (020) 8871 8246

Email: highwaysconsultancy@wandsworth.gov.uk

Gritting

Phone: (020) 8871 6542

Email: highways@wandsworth.gov.uk

Highway drains and flooding

Phone: (020) 8871 6718

Email: highways@wandsworth.gov.uk

Parking Helpline

Phone: (020) 8871 8871

Email: parking@wandsworth.gov.uk

Pavement (Accidents)

Phone: (020) 8871 8124

Email: highways@wandsworth.gov.uk

Pavement (Defects)

24 hour answerphone: (020) 8871 8710

Phone: (020) 8871 6708

Email: highways@wandsworth.gov.uk

Public transport matters

Phone: (020) 8871 6662

Sewer Connection

Phone: (020) 8871 8202

Email: highwaysconsultancy@wandsworth.gov.uk

Street furniture and lighting

Phone: (020) 8871 7474

Transport for London

Road Network (Red Routes)

Phone: 0845 305 1234

Unauthorised use of highway and dangerous highway maintenance problems

Phone: (020) 8871 6708

Email: dtsooperationalservices@wandsworth.gov.uk

All work carried out by the utilities is recorded on a register. If you need help or have a complaint about their activities, please contact the utility direct. If you do not know who is doing the works, please phone (020) 8871 6720 and we will attempt to find out which utility is responsible.

Your Charter

- 18.1 We will inspect damaged or dangerous footways and roads within 1 working day of finding out about them. We will then arrange for them to be repaired.
- 18.2 If the problem has been caused by one of the utilities (water, gas, electricity, cablevision and telephone companies) we will contact the relevant utility within 1 working day and request them to put things right.
- 18.3 If we are planning major work (for example reconstruction or resurfacing), we will tell you about the work, 2 weeks before work is due to start. We will let you know when we intend to start and how long the work might affect you. We will also provide the name of someone you can contact if you have any problems.
- 18.4 If you want to apply for a crossover, we will send you an application form within 1 working day of your asking. If approved, we will send you an estimate for the work within 30 working days of receiving your application form, provided the public utility companies do not need to make changes to their apparatus. We will plan the work to be done within 6 weeks of receiving your payment.
- 18.5 We will deal with all licence applications for skips, scaffolds and materials within 3 working days of receiving your application form and payment.
- 18.6 We will inspect and commence action to stop illegal use of the highway within 1 working day of receiving a report.
- 18.7 We will inspect vehicles that could have been abandoned within 3 working days of receiving a report. We will try to identify the owner of the vehicle and if the vehicle is labelled for removal, remove it at the end of 3 days if it has not been claimed.
- 18.8 On major routes we will clean all highway gullies every 4 months and on other roads once a year. We will investigate flooding by the end of the working day after receiving the report.
- 18.9 We will acknowledge a report of a traffic problem within 7 working days and let you know within 14 working days what action we will be taking.
- 18.10 We will repair streetlights or check them for a supply fault within 3 working days of receiving a report. If there could be a danger to the public, we will inspect the problem within 1 hour of receiving a report.
- 18.11 We will make safe dangerous street furniture e.g. street lighting, seats, signs and signposts, pedestrian guard railing, bollards etc, within 1 hour of receiving a report.
- 18.12 We will deal with applications for parking permits by the end of the working day after receiving your application form and the correct payment.
- 18.13 We will provide business permit holders with an information leaflet about parking in Wandsworth, and make this leaflet available to non-permit holders on request.
- 18.14 We will respond to reports of illegally parked vehicles on the date the report is received (if a working day) or on the next working day if an online report is received over a weekend.

19 Street Cleansing

'Clean streets are good for business.'

We aim to keep public highways (including publicly adopted paths, subways, alleyways) clean and to keep other open public land which the council manages clear of litter and refuse.

Good practice that benefits you and others:

Clean streets are good for business. The following tips will help you keep the area around your business clean and tidy.

- Sweep your forecourt daily and pick up the sweepings.
- Make sure you have a trade refuse collection agreement (see the section on trade waste).
- Only put your rubbish on the street when it is due to be collected and if it cannot be collected from within your premise. Where regulations restricting the placement of waste on the highway are in force, breaching the regulations may result in a penalty charge notice being issued. For details of such regulations, please see www.wandsworth.gov.uk/timebanding.

Contacts

The Waste Management Service reception is open at the Town Hall, Fairfield Street entrance, five days a week, Monday to Friday 8.30am to 5.15pm.

You can visit in person or call (020) 8871 8558 (lines open Monday to Friday 8.30am to 5.15pm and Saturday 8.30am to 1pm), or email wasteservices@wandsworth.gov.uk. There is an answerphone for out of office hours. You can also send a text to 07797 805456 or fax us at (020) 8871 6383.

Write to:

Waste Services, Room 57a, Town Hall, Wandsworth High Street, London SW18 2PU

You can check the cleaning days of any street in the borough at www.wandsworth.gov.uk/collectionday.

Your Charter

- 19.1 We will clean town centre streets up to twelve times a day.
This includes sweeping and removing all litter, fouling, dumped rubbish and emptying litter bins.
- 19.2 We will empty all litter bins at least once a day.
- 19.3 We will clean all public streets at least twice a week. Busy shopping areas and streets with a high level of littering receive extra cleans.
- 19.4 We will clean pigeon droppings from under bridges once a week.
- 19.5 When we receive a report of small quantities of dumped rubbish we will remove it within 24 hours.
- 19.6 Potentially hazardous waste deposits reported during our office hours will be attended to within an hour. Similar reports received at other times will be attended to within two hours.

Contacts

Street Cleaning (Waste services)

Phone: (020) 8871 8558

Email:

wasteservices@wandsworth.gov.uk

Environmental policy

Phone: (020) 8871 6182

Email: envpolicy@wandsworth.gov.uk

Fly tipping (Waste services)

Phone: (020) 8871 8558

Email:

wasteservices@wandsworth.gov.uk

Graffiti

Phone: (020) 8871 7049

Email: graffiti@wandsworth.gov.uk

Gulley/s

Phone: (020) 8871 6570

Email: highwayconsultancy
@wandsworth.gov.uk

Litter (Waste Services)

Phone: (020) 8871 8558

Email:

wasteservices@wandsworth.gov.uk

Pest control

Phone: (020) 8871 6143

Email:

pestcontrol@wandsworth.gov.uk

Recycling

Phone: (020) 8871 8558

Email:

wasteservices@wandsworth.gov.uk

Skips

Phone: (020) 8871 8871

Email:

highwaylicences@wandsworth.gov.uk

20 Trade Waste

'All businesses have a legal duty under the Environmental Protection Act 1990 to store and dispose of all their waste safely and securely'.

The following tips will help you keep the area around your business clean and tidy.

- Make one of your managers responsible for your refuse and make sure they know all your arrangements and responsibilities.
- Store all refuse securely in a bag, bin or box. Flatten down and bundle up cardboard boxes. Do not put loose rubbish out for collection. Your waste collection contractor can give you advice on a suitable bin.
- Store and dispose of liquid waste in suitable containers. Do not pour it into sacks, bins or boxes.
- Provide a waste store on your property and only put rubbish out on the street:
 - in accordance with any regulations (see www.wandsworth.gov.uk/timebanding);
 - if it cannot be collected from within the premise; and
 - when it is due to be collected.
- If you do have to place your waste for collection on the pavement, put it as close to your door as possible. Don't put rubbish in or beside public litter bins, by trees, lamp posts or around the corner. Don't risk being prosecuted for fly-tipping or littering.



Trade Waste

You must:

- Sign a trade refuse agreement with a carrier who is legally authorised to carry waste. You can check if your current waste carrier is licensed by calling the Environment Agency on 0800 807060 or by checking the Public Register at www.environment-agency.gov.uk (choose Planning & Research option on the home page, followed by Our Library and then Public Register, in the main navigation or copy this link into your browser:

www.environment-agency.gov.uk/research/library/publicregisters/default.aspx

Alternatively, you may take your own rubbish to a local waste transfer station or disposal facility and pay the charges. You cannot use "Civic Amenity Sites" which are solely for the disposal of household waste.

- Ensure that you complete the waste transfer note and provide a written description of the waste your business produces. Unless the nature, quantity and collector of your waste changes, this will be on an annual basis. Normally your carrier will produce this for you as part of your agreement.
- Keep a copy of all documentation for two years. You may have to produce this to a council enforcement officer, on demand. You will need to contact your waste collection contractor if you have a problem.



Your Charter

- 20.1 The council collects most household waste free of charge but only collects commercial waste upon request and at a charge. For details of commercial waste collection services provided by the council and other licensed waste carriers, please see www.wandsworth.gov.uk/wastecarriers.
- 20.2 Any commercial waste collection requests to the council should be made in writing. Our charges are on the website, on the third link at the bottom of this web page: www.wandsworth.gov.uk/wastecarriers.
- 20.3 We recommend that you obtain quotations from several sources to find out which offers the best value. You may also wish to refer to those companies listed under 'Waste Disposal Services' in publications such as Yellow Pages or Thompson Local.
- 20.4 We are introducing trade waste time banded collections in our town centres. Full details are available at www.wandsworth.gov.uk/timebanding.
The time banding regulations took effect in Tooting Town Centre in April 2009, Balham in January 2010 and Battersea in September 2010. They will take effect in Putney and Wandsworth Town Centres in March 2011.
- 20.5 We can also advise you about your responsibilities for disposing of waste safely and lawfully. Since you have a duty to ensure your waste does not escape from your control, you must ensure that your chosen service helps you fulfil all your responsibilities. The cheapest service may not meet your needs.
- 20.6 There are many organisations that will collect and recycle commercial waste (including paper, card, glass, cans, cooking oil, furniture, computer equipment and telephones).
A list of the main commercial waste collectors operating locally is available at www.wandsworth.gov.uk/wastecarriers.
A list of other licensed and specialist waste carriers collecting commercial waste for recycling is also available via the second link at the bottom of the wastecarriers web page as provided above.

Contacts

Contacts:

For general advice from the Waste Management Section, including details of locally operating trade waste and recycling service providers, please see www.wandsworth.gov.uk/commercialwaste. Alternatively, call (020) 8871 8558 or email wasteservices@wandsworth.gov.uk.

A series of free leaflets and information sheets is available from Keep Britain Tidy (formerly EnCams). Phone: 01942 612 621 or view www.keepbritaintidy.org.

Envirowise – practical environmental advice for businesses

Phone: 0800 585 794

www.envirowise.gov.uk

Waste Online – helpful information sheets on how to set up a recycling and waste reduction scheme at work and an A-Z of how to recycle.

www.wasteonline.org.uk

Environmental policy

Phone: (020) 8871 6182

Email: envpolicy@wandsworth.gov.uk



21 Trading Standards

'Fair trading laws protect the consumer and honest trader.'

The overall objective of the Trading Standards team is to protect the public and maintain a fair and safe trading environment within Wandsworth. We regularly visit and inspect premises (particularly those regarded as high risk), carrying out routine examination and testing of goods and services, and checking weighing and measuring equipment. We also carry out child-assisted test purchasing of age-restricted goods such as alcohol, tobacco and knives.

We recognise that most businesses want to comply with the law, and we therefore give help and advice to assist businesses in meeting their legal obligations. A wide range of business advice material in plain language can be found on the Trading Standards section of the Wandsworth website.

We investigate all complaints involving criminal breaches of consumer protection legislation.

Contacts

Chief Trading Standards Officer

Christopher Roe

Phone: (020) 8871 6177

Email: croe@wandsworth.gov.uk

General enquiries and complaints

Phone: (020) 8871 7720

Email: tradingstandards@wandsworth.gov.uk

Further information is available on our website www.wandsworth.gov.uk

Write to:

Trading Standards Office

Environmental Services and Community Safety Division

PO Box 47095

London SW18 9AQ

Your Charter

- 21.1 We will carry out a risk-based programme of inspections of trading premises based in the borough.
- 21.2 Complaints relating to aspects of safety which pose an imminent threat will have action initiated the same day.
- 21.3 In all other matters we aim to respond within 2 working days of receipt of the complaint. The complainant will be contacted by the investigating officer within this time.
- 21.4 Appointments for the verification of weighing and measuring equipment will be for the day requested whenever possible.
- 21.5 If you require consumer advice or wish to make a complaint you will be referred initially to Consumer Direct, a telephone and online consumer advice service, which is supported by all local authorities and by the Office of Fair Trading. Where a complaint relates to criminal legislation enforced by Trading Standards, then Consumer Direct will refer details of the complaint to Trading Standards for further investigation.



Complaints

Unfortunately there are times when things go wrong. As part of our commitment to providing high-quality services, we are making sure that we listen to your complaints.

All complaints are important to us because they tell us what you think of our services. We know there is always room to improve, so we are making every effort to meet our Citizen's Charter commitment in putting things right as quickly as possible.

This section tells you who to get in touch with and what we will do to put things right.

Our Citizen's Charters set out our commitment to dealing with all complaints in an efficient and understanding way.

How to make a complaint:

Complaints can be made in person, by telephone, in writing, by email, by using the forms provided on the council's web pages at www.wandsworth.gov.uk/complaints or via councillors. Names and telephone numbers for staff and services are published online and in Annual Reports, on service information and publicity and on our standard documents and forms.

Step 1: Wherever possible we will try to deal with your complaint at the service point involved. This may be at the local cash office, local library, the leisure centre or the Town Hall.

We can usually sort out simple mistakes or misunderstandings straightaway. Don't forget that you can make your complaint in person, on the phone or in writing.

Step 2: If you are unhappy with the way your complaint has been dealt with at the point of service, you should contact the Director of the department involved.

The Director will look into your complaint and write to you. The directors' names and addresses are shown at the end of this booklet. You can get copies of our Citizen's Charters for all services from libraries and reception points. These also contain details of who to contact.

Step 3: If you are still not happy you can write to the Chief Executive. The Chief Executive will look at your complaint and make sure it is thoroughly investigated. You can contact the Chief Executive at Wandsworth Town Hall at the address at the end of this booklet. The Chief Executive will only investigate your complaint if it has already been investigated under steps 1 and 2 of the complaints procedure. Sending a complaint directly to the Chief Executive as a first point of complaint may slow down the processing of your complaint.

Your councillors:

You can also contact your local councillor for help if you have a complaint. You can write to or phone them or visit them at their local surgery. You can get their names and addresses from your local library or the Town Hall Information Point or on our website at www.wandsworth.gov.uk/moderngov/mgMemberIndex.aspx or phone (020) 8871 6060.

The Local Government Ombudsman:

We hope it won't be necessary for you to go through all these steps. But if you are still not happy, you can write to the Local Government Ombudsman. The ombudsman has a duty to investigate complaints against local councils. The ombudsman will ask us to try to settle the matter before starting an investigation.

You can contact:

Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Phone: 0300 061 0614

Fax: 024 7682 0001

www.lgo.org.uk

Special complaints procedure:

By law some departments or council services have to set up special complaints procedures. For example, there are already special procedures for Social Services cases and working out housing benefit claims. Children's Services and housing benefit assessments include an independent review panel. There are also special procedures for Penalty Charge Notices (PCNs) and for complaints about schools.

More information about how to complain about councillors and other members, or about Children or Young People's Services, Adult Care Services or Wandsworth Schools can be found on our website at www.wandsworth.gov.uk/complaints.

In most cases you should still start by making your complaint to your usual contact or member of staff. They will let you know if there are then separate steps to follow.

Your Charter

We will:

- 22.1 Take all complaints seriously.
- 22.2 Deal with complaints as quickly as possible.
- 22.3 Send an acknowledgement letter to you within 5 working days if we cannot deal with your complaint immediately.
- 22.4 Send you a final written answer within 10 days of receiving your complaint.
- 22.5 Keep you regularly informed if we cannot answer you in 10 days.
- 22.6 Make sure you get a letter explaining the result of your complaint.
- 22.7 Treat you with respect.
- 22.8 Make sure we treat your complaint in confidence.
- 22.9 Look at the pattern of complaints and try to improve areas with continuing problems.



Wandsworth Council Directors

Paul Martin**Chief Executive and
Director of Administration**

Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 6001
Email: pmartin@wandsworth.gov.uk

Dawn Warwick**Director of Adult Social Services**

Fairfield Annex
Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 6291
Email: dwarwick@wandsworth.gov.uk

Paul Robinson**Director of Children's Services**

Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 7890
Email: probinson@wandsworth.gov.uk

Chris Buss**Director of Finance and
Deputy Chief Executive**

Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 8300
Email: cbuss@wandsworth.gov.uk

Roy Evans**Director of Housing**

17-27 Garratt Lane
Wandsworth
SW18 4AE
Phone: (020) 8871 6780
Email: housingdirector@
wandsworth.gov.uk

Tony McDonald**Director of Technical Services**

Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 6651
Email: tmcDonald@wandsworth.gov.uk

Peter Brennan**Director of
Leisure and Amenity Services**

Town Hall
Wandsworth High Street
SW18 2PU
Phone: (020) 8871 6353
Email: pbrennan@wandsworth.gov.uk

If you have difficulty understanding this in English, please contact:
Wandsworth Interpreting Service: (020) 8871 5751

English

إذا واجهت صعوبة في فهمه باللغة الإنجليزية، فيرجى الاتصال :-
Wandsworth Interpreting Service: (020) 8871 5751

Arabic

যদি আপনার এটি ইংরেজিতে বুঝতে অসুবিধা হয় তাহলে অনুগ্রহ করে এখানে যোগাযোগ
করুন: Wandsworth Interpreting Service (020) 8871 5751

Bengali

如果你看不懂英文版，請聯繫：
Wandsworth Interpreting Service: (020) 8871 5751

Chinese

Si vous avez des difficultés à comprendre ce texte en anglais, veuillez
contacter: Wandsworth Interpreting Service (020) 8871 5751

French

અગર તે અંરૂજમાં સમજવી મુશ્કેલ લાગે તો મહેરબાની કરીને
Wandsworth Interpreting Service: (020) 8871 5751 પર સંપર્ક કરો.

Gujarati

W razie problemów ze zrozumieniem tekstu w języku angielskim prosimy
o kontakt z: Wandsworth Interpreting Service: (020) 8871 5751

Polish

Se tem dificuldades em compreender isto em Inglês, por favor,
contacte: Wandsworth Interpreting Service: (020) 8871 5751

Portuguese

Hadday kugu adag tahay inaad ku fahamto Ingriis fadlan la xiriir:
Wandsworth Interpreting Service: (020) 8871 5751

Somali

Si tiene dificultad para entenderlo en inglés favor contactar a:
Wandsworth Interpreting Service: (020) 8871 5751

Spanish

இதை ஆங்கிலத்தில் புரிந்துகொள்வதில் சிரமம் இருந்தால் நீங்கள் தொடர்புகொள்ள
வேண்டியது: Wandsworth Interpreting Service: (020) 8871 5751

Tamil

اگر آپ کو انگریزی میں اسے سمجھنے میں دشواری کا سامنا ہو تو برائے کرم رابطہ کریں:
Wandsworth Interpreting Service: (020) 8871 5751

Urdu

